

SECURITY ENGINEERING CONSULTANTS INC.

P.O. BOX 48088 / 3715 NORTHCREST ROAD, SUITE 1 / ATLANTA, GA 30340 / PHONE (770) 455-6244

SECURITY SYSTEMS DESIGN AND PLANNING

4 January, 2001

COPY FOR YOUR
INFORMATION

Mr. Tony Hicks
Medeco Security Locks
P O Box 3075
Salem VA 24153

RE: The Fox Theatre, Atlanta
V-A0091

Dear Tony:

I, like you, am at a complete loss as to exactly what Ms. Riggs is wanting. As you pointed out, the letters and faxes which you sent show that we have provided everything requested of us.

Just for your edification, a little explanation might be necessary as to the sequence of events prior to my 25 September letter to Ms. Riggs:

- A) From the inception of the original system back in 1970, the only authorized party for this system has been Mr. Joe Patten, Technical Director of the Fox. At the time the **KEYMARK** system was installed, Mr. Patten added Mr. Keith Miller as an authorized on-site contact after he had worked with us during the inception and installation of the new system. *To date, there have been no changes or additions to this authorization list by Mr. Patten..*
- B) At the departure of Mr. Miller, Ms. Riggs attempted to take over operation of the system on her terms. We did not honor her requests as she was not, according to our records, authorized.
- C) Finally, at the request of Mr. Patten, the 25 September letter was written to Ms. Riggs in an attempt to clarify the history and proper operation of the very complex system. It was hoped that once she understood that the multi-level

system in place at The Fox is not something that a maintenance engineer is capable of administering that she would permit the system to operate as it had in the past with no interference. As you can see, she is not willing to do this.

- D) The General Manager of the theatre was provided with a copy of my letter of 25 September (by us) and his reply was forthcoming the next day in the form of a letter to me dated 26 September. In this letter, he supports Ms. Riggs position and insists that we provide the theatre with a control key.
- E) Therefore, on 28 September, we transmitted to Mr. Neiss, per his instructions, the items listed in my letter of that date. This material was sent via courier in order to expedite all possible their requests.
- F) Since the 28 September letter, *we have filled every key and/or core order on a priority basis, frequently exceeding our normal delivery times by as much as 48 hours, just to "keep the peace".*
- G) Ms. Rigg's claim that she wished to "continue the exact relationship we had in the past...business as usual", is not correct. Mr. Neiss' demands of 26 September would have made that impossible. Our procedures for operation of a Total Control System have been in place for over twenty-five years and have standards which are not negotiable. Mr. Neiss made it quite clear that they wished to administer the system. We merely acquiesced.

Finally, Ms. Riggs statement concerning being "held hostage by a vendor" is insulting. We at Security Engineering Consultants, both as a company and as individuals, have had nothing but the best interest of The Fox at heart for more years than anyone at the theatre, other than Mr. Patten. The fact that neither Ms. Riggs nor Mr. Neiss have the knowledge necessary to administer the sytem of some 600 plus cores caused us to make every effort possible to keep that system from being compromised. As you well know, once the horse is out of the barn, there is absolutely no putting it back.

As it is painfully obvious that there is no way for a relationship to continue between Security Engineering Consultants and Ms. Riggs, we would suggest that

you take whatever steps you deem appropriate to transfer the system to a factory controlled one. Please advise what we might do to assist you in this effort.

Until such time as this is accomplished, we will continue to honor key and core orders from Ms. Mathes.

Incidentally, I spoke with both Mr. Patten and Mr. Keith Miller last evening after our telephone conversation. Both offered to speak with you, should you so desire, to confirm their satisfaction with SEC and its services. Mr. Patten may be reached at 404-892-5688 and Mr. Miller at 404-523-1497.

I am very sorry that you, Clyde, and Al had to be pulled into this situation but I suppose that after almost thirty-one years there are bound to be a couple of people that no one can satisfy, no matter how hard one tries. It is, however, interesting to note that from 1975 or so until 2000, there were no problems with the system at The Fox.

Again, many thanks for your assistance.

Sincerely,



Breck H. Camp, CML
President

SECURITY ENGINEERING CONSULTANTS, Inc.

BHC/sam

Cc: Joe Patten
Keith Miller
Al Morris